

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

**Telecommunications Division
Carrier Branch**

RESOLUTION T-17050

RESOLUTION

Resolution T-17050. Sierra Telephone Company, Inc. (U-1016-C).
Request For Authority to Withdraw Voice Mail Service Elements,
Automatic Wake-Up Option and Premium Voice Mailbox in Schedule
Cal. P.U.C. No. A-6.

By Advice Letter Numbers 347 and 347-A, Filed on June 29, 2006 and
July 19, 2006, respectively.

Summary

This Executive Director Action Resolution approves Sierra Telephone Company, Inc. (Sierra) request in Advice Letter (AL) Nos. 347 and 347-A to withdraw Voice Mail Service Elements, Automatic Wake-Up Option and Premium Voice Mailbox in Schedule Cal. P.U.C. No. A-6. Sierra indicates that at the present time, there are no customers subscribing to either Automatic Wake-Up Option or Premium Voice Mailbox.

Background

By AL Nos. 347 and 347-A filed on June 29, 2006 and July 19, 2006 respectively, Sierra requests authority to revise Schedule Cal. P.U.C. A-6, Voice Mail Service Elements, to withdraw Automatic Wake-Up Option and Premium Voice Mailbox. AL 347-A was filed to remove the reference to T-9597 from tariff sheets Numbers 2198-T through 2207-T which cited the wrong Resolution Number.

Voice Mail Service is software controlled system located in the Utility's central office. The system records and stores voice messages for subsequent playback in a voice mailbox arrangement, available to business and residence customers.

Voice mailboxes are established as either integrated or stand-alone type mailboxes. Integrated mailboxes are provisioned with an existing local telephone exchange line and are activated when a telephone call is forwarded from that line to a designated telephone number that is terminated on the voice mail system. Stand-alone mailboxes have separate local telephone numbers and are not provisioned with a local telephone exchange line. They are activated directly or with call forwarding.

Each voice mailbox provides a personalized greeting for callers, usage prompts, customer tutorial, mnemonic commands, pass code security, and name confirmation upon customer entry. The Economy and Select mailboxes also provide storage of the callers' messages with time-date stamp on each message, the ability to override prompts, message forwarding to other mailboxes, and message waiting notification on mailboxes that are provisioned with a local exchange line.

Automatic Wake-Up Option is a feature that enables the delivery of a wake-up message to a designated local telephone number at a prespecified time. The customer may change the time and date of the wake-up message.

Premium Voice Mailbox is a voice mailbox equipped to play a personal greeting to the caller and record the caller's message. Urgent Sending, Private Sending, Return Receipt, Group Broadcast, Pager Notification, Message Delivery, and Automatic Wake-Up Options are included at no additional charge. The maximum message length is 3 minutes, maximum message storage is 30 messages, unplayed retention is 30 days, and played retention is 10 days.

Voice Mail is a basic feature that only allows one to receive, edit and forward messages to one or more voice mailboxes, a system that let you handle a voice message as you would a paper message.

Notice/Protests

Sierra states that a copy of AL Nos. 347 and 347-A and related tariff sheets were mailed to competing and adjacent utilities and/or other utilities, and interested parties, as requested. Notice of AL No. 347 and 347-A were published in the Commission Daily Calendar of July 3, 2006 and July 19, 2006, respectively. No protests to this Advice Letters were received.

Discussion

Telecommunications Division, (TD) reviewed Sierra AL Nos. 347 and 347-A to withdraw the Premium Voice Mailbox and the Automatic Wake-Up Option. Sierra indicates that there are no current subscribers and there are no applications filed for these services.

Therefore, Sierra's request to withdraw Premium Voice Mailbox and Automatic Wake-Up Option in Cal. P.U.C. Schedule A-6, VoiceMail Service, effective August 15, 2006, is appropriate.

Resolution No. T-9597, dated March 22, 1977, authorizes the Executive Director to grant request for withdrawal of communications utility services for which there are no customers and applications for such services on file.

Commission approval is based on the specifics of the Advice Letter and does not establish a precedent for the contents of future filings or for Commission approval of similar requests.

Findings

1. By Advice Letter Numbers 347 and 347-A, dated June 29, 2006 and July 19, 2006, respectively, Sierra requests authority to revise Schedule Cal. P.U.C. No. A-6 to withdraw Premium Voice Mailbox and Automatic Wake-Up Option because there are no current customers and no current applications for these services.
2. Sierra has notified its Voice Mail Service customers about the withdrawal of Premium Voice Mailbox and Automatic Wake-Up Option.
3. No customer comments were received by Sierra Telephone Company.
4. Pursuant to the authority granted the Executive Director in Resolution No. T-9597, TD believes Sierra's request for authority to revise schedule Cal. P.U.C. No. A-6 to withdraw Premium Voice Mailbox and Automatic Wake-Up option is appropriate and should be granted.

